

ISDH HSP Emergency Financial Assistance (EFA) Service Standard

HRSA Service Definition:

Emergency Financial Assistance provides limited one-time or short-term payments to assist the RWHAP client with an emergent need for paying for essential utilities, housing, food (including groceries, and food vouchers), transportation, and medication. Emergency financial assistance can occur as a direct payment to an agency or through a voucher program.

Program Guidance:

- Direct cash payments to clients are not permitted.
- It is expected that all other sources of funding in the community for emergency financial assistance will be effectively used and that any allocation of RWHAP funds for these purposes will be as the payer of last resort, and for limited amounts, uses, and periods of time.
- Continuous provision of an allowable service to a client should not be funded through emergency financial assistance.
- Assistance that exceeds limited one-time or short-term payments should be referred to the appropriate service, such as Housing Services, the AIDS Drug Assistance Program (ADAP), or other services.

Key Services Components and Activities:

HSP funds direct payments to support only the following EFA essential services:

- Rent (excluding security deposits)
- Utilities
- Medications
- Food (no general use gift cards allowed)

HSP has determined that up to 3 service units per subservice may be utilized for each client assessed and determined eligible for EFA per grant year.

Key services components and activities are noted in the Service Standards below.

HSP Service Standards:

Standard	Documentation
1. Personnel Qualifications	
Not Applicable	Not Applicable
2. Eligibility Criteria	
1. Subrecipients must have established criteria for the provision of EFA that includes, at minimum: <ul style="list-style-type: none">• Eligibility verification consistent with recipient requirements	1. Non-medical case managers must maintain up to date eligibility records for clients according to agency protocol and in any data system required by ISDH. 2. Service providers and sub-recipients must maintain documentation of current eligibility if providing HIV services reimbursable under the RWHAP Part B Program. <ul style="list-style-type: none">• Acceptable documentation includes a current eligibility approval letter dated within 6 months of service provision. These letters may be accessed from the client's Non-medical case management, and includes effective and end dates of

	<p>eligibility and those services for which the client may enroll.</p> <p>3. Documentation must be made available for review by ISDH upon request.</p>
<ol style="list-style-type: none"> 1. Subrecipients must assess need of the client for EFA support, documenting how other resources have been utilized 2. Subrecipient must document plan for client to access EFA with limited frequency and duration <ul style="list-style-type: none"> • Needs that exceed limited one-time or short-term assistance should be referred to the appropriate service 3. Sub-recipients must have established policies and procedures for EFA support for the following: <ul style="list-style-type: none"> • Rent • Utilities • Medications • Food 	<ol style="list-style-type: none"> 1. Documentation of client need in client record 2. Documentation of other community resources utilized 3. Documentation of plan that supports client's limited frequency and duration of assistance through EFA 4. Policies and procedures for assessing and distributing EFA support

Subservices:

- Rent
- Utilities
- Pharmacy
- Food

Service Unit Definition:

- 1 Unit = 1 medication payment
- 1 Unit = 1 rent payment
- 1 Unit = 1 utility payment
- 1 Unit = 1 food order/voucher